



Operational Service Plans

Department:	Sheriff's Office Support and Services Division	Date:	06/02/2020
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the "new normal" (i.e. eliminating face to face meetings; prioritizing who we see and how we'll service them; considering Governor's waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

- **Function A: Support Staff/Sheriff's Office Lobby**
 - Lobby is closed, but not completely.
 - We have pushed everything we can online, however; we must still accept Permits to Carry in person, as that is how they must be submitted per statute.
 - Lobby door is locked, and a system has been installed to allow staff to communicate with members of the public and allow them to enter if need be. This information has been pushed out online and is also present on signs at the entrance.
 - The lobby is marked with places for people to stand to accommodate social distancing. We utilize our window pass through, and staff wear PPE (gloves) when accepting documents.
- **Function B: Investigations**
 - Investigators are on a rotating schedule with one detective in the Office.
 - Most are able to work from home and come to work at a moment's notice.
 - If investigator cannot be on-site work will be identified to allow staff to work entirely at home.
 - Crime Analyst is able to working from home.
 - We are avoiding most face to face meetings and utilizing other channels of communication where possible.
- **Function C: Court Security/Civil Units**
 - Functioning normally, although court cases are minimal.
 - Court Security wearing gloves at the POE and doing best to avoid contact.
 - Intermittent staff had been sent home last week as court cases are minimal. They may be called in on a case by case basis depending on the need.
 - Evaluating adjusting hours to accommodate social distancing and level of staffing needed at work in Court Security Unit.
- **Function D: Point of Entry**

On June 15,2020 Point of Entry operations will begin normal operations with some procedural changes

Visitor Entry Process

- Signage is posted at the entry notifying all visitors that face masks are required. The signs include the Visitors Covid Health Screening questions and notice to leave if they have Covid-like symptoms.
- Visitors enter and follow dots to table with hand sanitizer and sanitized gray bins just inside the entry.
- Visitor sanitize hands and then place loose material in the bin and place the bin on the open area of the roller for the deputy
- The Visitor will proceed through the scanning tower.
- If the visitor is clear, they will move to the end of the rollers and retrieve their property
- If they do not clear they will be rescanned – if the problem cannot be found, they will be scanned with a wand by a deputy and cleared.

Deputy process

- Deputies will wear face masks and gloves during scanning activities.
- The Deputy will move the bin into the scanner and retrieve it on the other side.
- Once the visitor has emptied the bin, the deputy will sanitize the bin using a 5% bleach solution and ready it for the entry table.
- Gloves will not require changing if the deputy is only handling and sanitizing the bin. But if the deputies handles the personal property of the visitor, their gloves must be change out after sanitizing the bin. And before handling another bin.
- If a wand is used to scan a visitor, the wand will be sanitized using the 5% bleach solution.

Hygiene and Enforcement

- Deputies will visually screen visitors for obvious illness or signs of Covid-like symptoms
- If a visitor is visibly ill the POE deputies will have a private conversation with them about their situation. If the deputy feels the visitor is too sick to enter, the supervisor will be called for further guidance and will consult with court personnel, probation or other county businesses the individual will be visiting
- All employees and Visitors will wear face masks in the building, if a visitor refuses to wear a facemask for reasons other than medical, a supervisor will be contacted for additional guidance.
- At least three at least three times a day, POE personnel will wipe down the bin table and visitor side barriers. These areas should be sanitized at the end of each business day.
- Sanitizer will be available upon entry and as visitors (employees) enter the main Court corridor.
- A supervisor must be contacted prior to any denial of services

Needed PPE

- All work groups will eventually need to replenish gloves and hand sanitizer.
- Staff will need cleaning agents (5% bleach solution) and paper towels etc. Staff are doing spot cleaning on heavily used items and are also counting on our cleaning crew.

Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor, who will consult with the Occupational Health Nurse for recommendations and guidance.

Employees who present any of these symptoms while at work will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.

Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- Function A: Support Staff
 - Staffing level not impacted although many working from home.
 - Issued equipment to be taken home by staff.
 - Adjusted our work schedule to include weekends and have staff coming in on weekends to accommodate social distancing.
 - Being that we still have to accept certain items at the lobby window, we have to schedule in staff to be at the Office. It is on a rotating basis to accommodate those coming to the window.
- Function B: Investigations
 - Detectives are working from home when possible 4 days a week.
 - Hours adjusted for number of days worked.
 - Detectives have equipment available to them to work outside the office at any time.
 - Face to face interviews are evaluated on a case by case basis.
- Function C: Court Security/Civil Units
 - Primary functions of these work groups do not allow for work from home.
 - Evaluating schedules which may allow for fewer days worked.
 - Dependent on actions/reactions by court system in reference to making adjustments.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

POE Opened on June 15, 2022 due to the opening of the Courts, and the requirement for point of entry security for Court house operations. The Sheriff's Office is reopening the Justice Center doors during normal business hours and staffing the point of entry station on a full-time basis to ensure the safe and secure operation of Court connected services.